

ABSTRACT OF THE DISCLOSURE

A user support system using an agent technology is provided. An entrance server identifies a user utterance by matching it with a collection of anticipated user utterances. An index search is performed to identify the content of the user utterance. A specialized server to respond to the user utterance is determined according to the identified user utterance. The specialized server has a collection of action patterns of an agent for responding to the user utterance. The agent supports the user to search information or navigates the user to access desired information by friendly talking with the user. The entrance server is configured as a portal site and a plurality of the specialized servers is provided for each specialized field.